BEFORE THE MINNESOTA PUBLIC UTILITIES COMMISSION

Gregory Scott	Chair
Edward A. Garvey	Commissioner
Marshall Johnson	Commissioner
LeRoy Koppendrayer	Commissioner
Phyllis A. Reha	Commissioner

In the Matter of Qwest Wholesale Service Quality Standards

ISSUE DATE: March 4, 2002

DOCKET NO. P-421/M-00-849

ORDER SETTING REPORTING REQUIREMENTS AND FUTURE PROCEDURES

PROCEDURAL HISTORY

On June 28, 2000, the Commission opened this case to develop service quality standards for wholesale transactions between U S WEST Communications, Inc. (now Qwest Corporation) and competitive local exchange carriers (CLECs), who buy Qwest's finished services to resell and Qwest's unbundled network elements to incorporate into their own finished retail services. Qwest agreed to participate in the case as one of the conditions of a settlement in the Commission proceeding on its petition for approval of the Qwest/U S WEST merger.[1]

[1] In the Matter of the Merger of the Parent Corporations of Qwest Communications Corporation, LCI International Telecom Corp., USLD Communications, Inc. and U S WEST Communications, Inc., Docket No. P-3009, 3052, 5096, 421, 3017/PA-99-1192, ORDER ACCEPTING SETTLEMENT AGREEMENTS AND APPROVING MERGER SUBJECT TO CONDITIONS (June 28, 2000).

On August 15, 2000, the Commission incorporated into this case an investigation to determine whether there is a need to develop wholesale access service quality standards for Qwest and if so, what standards would be appropriate.[2]

On March 19, 2001, the Commission referred the case to the Office of Administrative Hearings for mediation and evidentiary development. Following that process, all parties filed post-hearing briefs and proposed wholesale service quality standards. WorldCom, Inc. and Time Warner Telecom of Minnesota, LLC also filed a joint proposal to require Qwest to file periodic, detailed reports on its performance in providing special access services.

On February 5, 2002, the case came before the Commission.

FINDINGS AND CONCLUSIONS

1. The Parties and Their Proposals

The parties to this case are as follows:

- Qwest Corporation
- The CLEC/Agency Coalition, composed of the following parties:
  - Minnesota Department of Commerce
  - Residential and Small Business Utilities Division of the Office of the Attorney General
  - AT&T Communications of the Midwest, Inc.
  - Eschelon Telecom of Minnesota, Inc.
  - McLeodUSA Telecommunications Services, Inc.
  - WorldCom, Inc.
  - Covad Communications Company
  - New Edge Network, Inc., d/b/a New Edge Networks
  - Encore Communications, L.L.C.;
  - NorthStar Access, L.L.C.;
  - US Link, Inc.

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[2] In the Matter of the Complaint of AT&T Communications of the Midwest, Inc. Against U S WEST Communications, Inc. Regarding Access Services, Docket No. P-421/C-99-1183, ORDER FINDING JURISDICTION, REJECTING CLAIMS FOR RELIEF, AND OPENING INVESTIGATION (August 15, 2000).

- Rhythms Links Inc.
- Onvoy, Inc.
- Global Crossing Local Services, Inc.
- Time Warner Telecom of Minnesota, LLC

In general, Qwest proposed wholesale service quality standards based on achieving parity between its provision of wholesale services to CLECs and its provision of the same services to its own retail customers.

The CLEC/Agency Coalition proposed wholesale service quality standards based on service-specific performance benchmarks. Two members of the Coalition, WorldCom, Inc. and Time Warner Telecom of Minnesota, LLC, also filed an alternative proposal on special access services, which would require Qwest to file periodic, detailed reports on its performance in providing special access services.

2. Commission Action

1. Staff Report Requested on Wholesale Service Quality Standards

The Commission has examined the proposed wholesale service quality standards filed by Qwest and the proposed wholesale service quality standards filed by the CLEC/Agency Coalition. The two proposals differ sharply in their underlying philosophies, substantive requirements, and, in all likelihood, practical effects. Both proposals have significant strengths and weaknesses.

While the Commission may ultimately adopt one of the two proposals substantially as proposed, the Commission is convinced that it should first explore the possibility that other, as yet undeveloped, options would serve the public interest more effectively. The Commission will therefore defer action on the merits of these proposals pending further staff briefing, with special emphasis on identifying workable alternatives to the parties' proposals.

The Commission will circulate staff's work product to the parties for written comment. It will then reschedule the case for decision as quickly as practicable, confident that it has the record necessary to make an informed decision on these complex and far-reaching issues.

2. Special Access Performance Reporting Required

In August 2000 the Commission found evidence of a clear need to investigate and carefully monitor Qwest's performance in providing wholesale access services.[3] These services are critical to

[3] In the Matter of the Complaint of AT&T Communications of the Midwest, Inc. Against U S WEST Communications, Inc. Regarding Access Services, Docket No. P-421/C-99-1183, ORDER FINDING JURISDICTION, REJECTING CLAIMS FOR RELIEF, AND OPENING INVESTIGATION (August 15, 2000).

an adequate telecommunications network, not just because they provide access to the long distance network, but because they provide large institutional users – hospitals, schools, business campuses – with the capacity for high-speed data transmission, including high-speed internet access.

The Commission therefore ordered Qwest to file detailed monthly reports on its provision of these services, using a set of reporting requirements prepared by the Department of Commerce in consultation with AT&T. These reporting requirements were designed to help isolate and identify any instances or patterns of inadequate service, discriminatory behavior, or unreasonable investment decisions relating to access infrastructure.

Qwest duly made the filings required under the August 15, 2000 Order, but Time Warner and WorldCom both report that, not only do concerns about service quality and discrimination continue, but that the information the Order requires has not been as helpful as anticipated in sorting out the facts and factors that determine access service quality. The two companies therefore filed a proposal for new reporting requirements and asked the Commission to impose them immediately, independent of any decision on wholesale service quality standards.

Qwest opposed the new reporting requirements on jurisdictional grounds, claiming that, since most of these services are federally tariffed, they fall within the exclusive jurisdiction of the Federal Communications Commission.

The Commission examined Qwest's jurisdictional claim in detail when it imposed the original reporting requirements in the August 15 Order. The Commission incorporates that Order by reference[4] and continues to believe, for all the reasons expressed there, that it has jurisdiction over these services for purposes of enforcing the service quality and non-discrimination requirements of Minnesota law.

The Commission also concurs with WorldCom and Time Warner that the reporting requirements they propose are essential if the Commission is to conclude the careful monitoring of wholesale access services that it undertook in the August 15 Order. The Commission will therefore require Qwest to file the requested information as soon as practicable.

The Commission will so order.

ORDER

1. The Commission defers further action on the development of wholesale service quality standards pending a staff report and recommendation, which will be made available to the Commission and the parties approximately 30 days from the date of the meeting.

2. Comments on the staff report shall be filed within 21 days of the date it is mailed to parties.

3. Qwest shall file performance data on its provision of wholesale access services, as proposed by AT&T and WorldCom, in the aggregate and individually for each wholesale customer, using the business rules and standards set forth in the document attached hereto and titled "ILEC Performance Measurements and Standards." This reporting shall begin with the first full month that begins 60 days from the date of this Order, with data being reported by the end of the following month.

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[4] In the Matter of the Complaint of AT&T Communications of the Midwest, Inc. Against U S WEST Communications, Inc. Regarding Access Services, Docket No. P-421/C-99-1183, ORDER FINDING JURISDICTION, REJECTING CLAIMS FOR RELIEF, AND OPENING INVESTIGATION (August 15, 2000).

4. The Commission delegates to the Executive Secretary the authority to vary the time lines set in this Order.

5. This Order shall become effective immediately.

BY ORDER OF THE COMMISSION

Burl W. Haar
Executive Secretary

(S E A L)

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Overview

The purpose of this document is to establish a core set of measures to monitor the quality and timeliness of access services being provided to WorldCom by the Regional Bell Operating Companies (RBOC's) and certain Non-RBOC Incumbent Local Exchange Carriers, hereinafter collectively referred to as "ILECs". These measures cover the essential aspects of Ordering, Provisioning, and Maintenance & Repair activities, and will become the model for WorldCom internal ILEC performance reporting as well as the proposed model for ILEC Self Reporting

Our intent is to measure ILEC performance on all WorldCom requests for exchange access service ordered via an Access Service Request (ASR). The scope is inclusive of both special access and switched access service requests. It is also inclusive of dedicated exchange access connections utilizing any of WorldCom's IXC, or local service, based products, not addressed in a Local Interconnection Agreement, when requested on an ASR

This document will be reviewed with each RBOC and certain ILECs in the hope that they will incorporate this set of common measures and methodology into their self-reporting, and assist in driving toward industry standard performance measures. Industry standard measures, along with the use of common methods and terminology, will benefit all parties by reducing misunderstandings and focusing efforts on the shared goal of providing excellent customer service.

WorldCom, as a very large customer of ILEC access services, has also developed these performance measurements and standards to: 1) help insure we are receiving the quality of service we and our customers expect, both now and over time; and 2) help insure we are being treated fairly, in our dual role as both customer and competitor, as the RBOC's, and other ILECs, increasingly participate in the competitive long distance business.

Reporting Dimensions

All WorldCom business units, including UUNET, are combined into one WorldCom total, with the following reporting dimensions for all measurements.

- Special Access disaggregated by bandwidth
- Switched Access
- State Total
- ILEC Total

Special Access is any exchange access service that provides a transmission path between two or more points, either directly, or through a central office, where bridging or multiplexing functions are performed, not utilizing ILEC end office switches.

Special access services include dedicated and shared facilities configured to support analog/voice grade service, metallic and/or telegraph service, audio, video, digital data service (DDS), digital transport and high capacity service (DS1, DS3 and OCn), collocation transport, links for SS7 signaling and database queries, SONET access including OC-192 based dedicated SONET ring access, and broadband services.

> **Exclusions:** Special access requests related to unbundled transport or unbundled multiplexing orders are excluded, as these orders/circuits should be accounted for in Local Performance Measures.

Switched Access is an exchange access service comprised of a local switching function, multiplexing equipment, and a switch termination, connected by a transport facility configured, or connected to, another carrier's location and providing access to end user dial tone lines served by an ILEC.

Switched access services include all feature group trunk services, and related local switching services, common carrier line services and functions, and local transport services, such as entrance facilities, 'direct-trunked transport' or direct end office trunks, and switched transport over dedicated, shared, or tandem-based connections.

> **Exclusions:** Switched access requests related to local interconnection, E911 trunks, Local Operator Services, and Local Directory Assistance trunks are excluded, as these orders/circuits should be accounted for in Local Performance Measures.

The reporting period is the calendar month, unless otherwise noted, with all averages or percentages displayed to two decimal points.

ORDERING

Measurement: FOC Receipt

Description

The Firm Order Confirmation (FOC) is the ILEC response to a WorldCom Access Service Request (ASR), whether an initial or supplement ASR, that provides WorldCom with the specific Due Date on which the requested circuit or circuits will be installed. The performance standard for FOCs received within the standard interval is expressed as a percentage of the total FOCs received during the reporting period.

Calculation Methodology

FOC Receipt - Distribution:
(FOC Receipt Date – ASR Sent Date), for each FOC received during reporting period, distributed by:
0 day, 1 day, 2 days, through 10 days and > 10 days

Percent Meeting Performance Standard:
[Count FOCs received where (FOC Receipt Date – ASR Sent Date) < = Performance Standard] / Total FOCs received during reporting period x 100

Business Rules

1. Counts are based on each instance an FOC is received from the ILEC. If one or more Supplement ASRs are issued to correct or change a request, each corresponding FOC, which is received during the reporting period, is counted and measured.
2. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
3. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided within expected intervals.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

Special Access
- DS0
- DS1
- DS3
- OCn

Switched Access

Performance Standard

Percent FOCs Received within Standard
Special Access - DS0 98% within 2 business days

- DS1 98% within 2 business days
- DS3 98% within 5 business days

Switched Access - TBD
FOC Receipt Distribution - Diagnostic

ORDERING

Measurement: FOC Receipt Past Due

Description

The FOC Receipt Past Due measure tracks all open ASR requests that have not received an FOC from the ILEC within the expected FOC receipt interval, as of the last day of the reporting period. This measure gauges the magnitude of late FOCs and is essential to ensure that FOCs are being received in a timely manner from the ILECs.

Calculation Methodology

FOC Receipt - Percent Past Due:

Sum of ASRs without a FOC Received where (End of Reporting Period – ASR Sent Date > Expected FOC Receipt Interval) / Total number of ASRs sent during reporting period x 100

Business Rules

1. All counts are based on the latest ASR request sent to the ILEC. Where an ASR was not responded to, and a subsequent ASR is sent, only the latest ASR would be recorded as Past Due.
2. The Expected FOC Receipt Interval, used in the calculations, will be the interval identified in the Performance Standards for the FOC Receipt measure.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided within expected intervals.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

Special Access

Without Open Query/With Open Query

- DS0
- DS1
- DS3
- OCn

Switched Access

Without Open Query/With Open Query

Performance Standard

FOC Receipt Past Due - Without Open Query - < 2 % FOC Receipt Past Due

FOC Receipt Past Due - With Open Query - Diagnostic

ORDERING

Measurement: Offered Versus Requested Due Date

Description
The Offered Versus Requested Due Date measure reflects the degree to which the ILEC is committing to install service on the WorldCom Requested Due Date (WRDD), when WorldCom specifically requests a Due Date that is equal to or greater than the ILEC stated interval.

Calculation Methodology

Percent Offered with WorldCom Requested Due Date:
[Count of circuits where (FOC Due Date = WRDD] / [Total number of circuits where (WRDD – ASR Sent Date) = > ILEC Stated Interval] x 100

Business Rules
1. Measures are based on the last ASR sent and the associated FOC Due Date received from the ILEC.
2. Selection is based on circuits completed by the ILEC during the reporting period. An ASR may provision more than one circuit and ILECs may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided within expected intervals.

Exclusions
- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation
Special Access
- DS0
- DS1
- DS3
- OCn

Switched Access

Performance Standard
ILEC Stated Intervals – To be determined by ILEC
Special Access
- DS0 - TBD
- DS1 - TBD

- DS3 - TBD
- OCn - TBD

Switched Access - TBD

Percent Offered with WRDD where WRDD = > ILEC Stated Interval - 100%

PROVISIONING

Measurement: On Time Performance To FOC Due Date

Description

On Time Performance To FOC Due Date measures the percentage of circuits that are completed on the FOC Due Date, as recorded from the FOC received in response to the last ASR sent. Customer Not Ready (CNR) situations may result in an installation delay. The On Time Performance To FOC Due Date is calculated both with CNR consideration, i.e. measuring the percentage of time the service is installed on the FOC due date while counting CNR coded orders as an appointment met, and without CNR consideration.

Calculation Methodology

Percent On Time Performance to FOC Due Date – With CNR Consideration:
[(Count of Circuits Completed on or before ILEC Committed Due Date + Count of Circuits Completed after FOC Due Date with a verifiable CNR code) / (Count of Circuits Completed in Reporting Period)] x 100

Percent On Time Performance to FOC Due Date – Without CNR Consideration:
[(Count of Circuits Completed on or before ILEC Committed Due Date) / (Count of Circuits Completed in Reporting Period)] x 100

Note: The denominator for both calculations is the total count of circuits completed during the reporting period, including all circuits, with and without a CNR code.

Business Rules

1. Measures are based on the last ASR sent and the associated FOC Due Date received from the ILEC.
2. Selection is based on circuits completed by the ILEC during the reporting period. An ASR may provision more than one circuit and ILECs may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. The ILEC Completion Date is the date upon which the ILEC completes installation of the circuit, as noted on a completion advice to WorldCom.
4. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided on the FOC Due Date.
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the normal control of the ILEC that prevents the ILEC from completing an order, including the following: WorldCom is not ready; end user is not ready; connecting company, or third party supplier, is not ready. The ILEC must ensure that established procedures are followed to notify WorldCom of a CNR situation and allow a reasonable period of time for WorldCom to correct.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

Special Access
With CNRs/Without CNRs
- DS0
- DS1
- DS3
- OCn

Switched Access

With CNRs/Without CNRs

Performance Standard

On Time to FOC Due Date - With CNR Consideration	- 98 % On Time
On Time to FOC Due Date - Without CNR Consideration	- Diagnostic

PROVISIONING

Measurement: Days Late

Description

Days Late captures the magnitude of the delay, both in average and distribution, for those circuits not completed on the FOC Due Date, and the delay was not a result of a verifiable CNR situation.

Calculation Methodology

Average Days Late:

Σ[Circuit Completion Date – ILEC Committed Due Date (for all Circuits Completed Beyond ILEC Committed Due Date without a CNR code)] / (Count of Circuits Completed Beyond ILEC Committed Due Date without a CNR code)

Distribution:

ASR Completion Date – ILEC Committed Due Date (for all ASRs Completed Beyond ILEC Committed Due Date without a CNR code) distributed by: 1 day, 2-5 Days, 6-10 Days, 11-20 Days, 21- 30 Days, 31-40 Days, and > 40 Days

Business Rules

1. Measures are based on the last ASR sent and the associated FOC Due Date received from the ILEC.
2. Selection is based on circuits completed by the ILEC during the reporting period. An ASR may provision more than one circuit and ILECs may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided on the FOC Due Date.
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the normal control of the ILEC that prevents the ILEC from completing an order, including the following: WorldCom is not ready; end user is not ready; connecting company, or third party supplier, is not ready. The ILEC must ensure that established procedures are followed to notify WorldCom of a CNR situation and allow a reasonable period of time for WorldCom to correct.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

Special Access

- DS0
- DS1
- DS3
- OCn

Switched Access

Performance Standard	
Days Late	- Average < 3 Days
Days Late Distribution	- Diagnostic

PROVISIONING

Measurement: Average Intervals – Requested / Offered / Installation

Description

The intent of this measure is to capture three important aspects of the provisioning process and display them in relation to each other. The Average WorldCom Requested Interval, the Average ILEC Offered Interval, and the Average Installation Interval provide a comprehensive view of provisioning with the ultimate goal to have these three intervals equal.

Calculation Methodology

Average WorldCom Requested Interval:
Sum (WRDD – ASR Sent Date) / Total Circuits Completed during reporting period

Average ILEC Offered Interval:
Sum (FOC Due Date – ASR Sent Date) / Total Circuits Completed during reporting period

Average Installation Interval:
Sum (ILEC Completion Date– ASR Sent Date) / Total Circuits Completed during reporting period

Business Rules

1. Measures are based on the last ASR sent and the associated FOC Due Date received from the ILEC.
2. Selection is based on circuits completed by the ILEC during the reporting period. An ASR may provision more than one circuit and ILECs may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all circuits are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included. Determination of what is identified as a project varies by ILEC and should not alter the need to ensure that service is provided within expected intervals.
5. The Average Installation Interval includes all completions.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Cancelled ASRs
- Record ASRs

Levels of Disaggregation

Special Access
- DS0
- DS1
- DS3
- OCn

Switched Access

Performance Standard

Average Requested Interval	- Diagnostic
Average Offered Interval	- Diagnostic
Average Installation Interval	- Diagnostic

PROVISIONING

Measurement: Past Due Circuits

Description

The Past Due Circuits measure provides a snapshot view of circuits not completed as of the end of the reporting period. The count is taken from those circuits that have received an FOC Due Date but the date has passed. Results are separated into those held for ILEC reasons and those held for WorldCom reasons (CNRs). A diagnostic measure, Percent Cancellations After FOC Due Date, is included to show a percent of all cancellations processed during the reporting period where the cancellation took place after the FOC Due Date had passed and is shown as a percentage of total circuits cancelled or completed.

Calculation Methodology

Held Circuits Distribution:

Count of all circuits past the FOC Due Date that have not been reported as completed (Calculated as last day of reporting period - FOC Due Date) Distributed by: 1-5 days, 6-10 days, 11-20 days, 21-30 days, 31-40 Days, > 40 days

Percent Cancellations After FOC Due Date:

[Count (All circuits cancelled during reporting period, that were Past Due at the end of the previous reporting period, where (Date Cancelled > FOC Due Date) / (Total circuits Past Due at the end of the previous reporting period) x 100

Business Rules

1. Calculation of Held Circuits is based on the most recent ASR and associated FOC Due Date.
2. An ASR may provision more than one circuit and ILECs may break the ASR into separate internal orders, however, the ASR is not considered completed for measurement purposes until all segments are completed.
3. Days shown are business days, Monday to Friday, excluding National Holidays. Activity starting on a weekend, or holiday, will reflect a start date of the next business day, and activity ending on a weekend, or holiday, will be calculated with an end date of the last previous business day.
4. Projects are included. Determination of what is or is not identified as a project varies by ILEC and should not alter the need to ensure that service is provided on the FOC Due Date.
5. A Customer Not Ready (CNR) is defined as a verifiable situation beyond the normal control of the ILEC that prevents the ILEC from completing an order, including the following: WorldCom is not ready; end user is not ready; connecting company, or third party supplier, is not ready. The ILEC must ensure that established procedures are followed to notify WorldCom of a CNR situation and allow a reasonable period of time for WorldCom to correct.

Exclusions

- Unsolicited FOCs
- Disconnect ASRs
- Record ASRs

Levels of Disaggregation

ILEC Reasons/WCOM Reasons including CNRs

Special Access

- DS0
- DS1
- DS3
- OCn

Switched Access

Performance Standard	
Past Due Circuits for ILEC Reasons	- Less than 3 % > 5 days beyond FOC Due Date
Percent Cancellation After FOC Due Date	- Diagnostic

PROVISIONING

Measurement: New Installation Trouble Report Rate

Description
New Installation Trouble Report Rate measures the quality of the installation work by capturing the rate of trouble reports on new circuits within 30 calendar days of the installation.

Calculation Methodology

Trouble Report Rate Within 30 Calendar Days of Installation:
[Count (trouble reports within 30 Calendar Days of Installation) / (Total Number of Circuits Installed in the Report Period)] x 100

Business Rules
1. The ILEC Completion Date is the date upon which the ILEC completes installation of the circuit, as noted on a completion advice to WorldCom.
2. The calculation for the preceding 30 calendar days is based on the creation date of the trouble ticket.

Exclusions
- Trouble tickets that are canceled at WorldCom's request
- WorldCom, IXC, CPE (Customer Premise Equipment), or other customer caused troubles
- ILEC trouble reports associated with administrative service
- Tickets used to track referrals of misdirected calls
- WorldCom request for informational tickets

Levels of Disaggregation
Special Access
- DS0
- DS1
- DS3
- OCn

Switched Access

Performance Standard
New Installation Trouble Report Rate - < 1.5 Trouble Reports per 100 circuits installed

MAINTENANCE & REPAIR

Measurement: Failure Rate

Description
Failure Rate measures the overall quality of the circuits being provided by the ILEC and is calculated by dividing the number of troubles resolved during the reporting period by the total number of "in service" circuits, at the end of the reporting period, and is then annualized by multiplying by 12 months.

Calculation Methodology

Failure Rate – Annualized:
{[(Count of Trouble Reports resolved during the Reporting Period) / (Number of Circuits In Service at the end of the Report Period)] x 100} x 12

Business Rules
1. A trouble report/ticket is any record (whether paper or electronic) used by the ILEC for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when the ILEC issues notice to WorldCom that the circuit has been restored to normal operating parameters.
3. Where more than one trouble is resolved on a specific circuit during the reporting period, each trouble is counted in the Trouble Report Rate.

Exclusions:
- Trouble tickets that are canceled at WorldCom's request
- WorldCom, IXC, CPE (Customer Premise Equipment), or other customer caused troubles
- ILEC trouble reports associated with administrative service
- WorldCom request for informational tickets
- Tickets used to track referrals of misdirected calls

Levels of Disaggregation
Special Access
- Below DS3 (i.e. DS0 + DS1)
- DS3 and Above

Switched Access

Performance Standard
Failure Rate Annualized

Special Access	- Below DS3	- 10%
	- DS3 and Above	- 10%
Switched Access		- 10%

MAINTENANCE & REPAIR

Measurement: Mean Time to Restore

Description
The Mean Time To Restore interval measures the promptness in restoring circuits to normal operating levels when a problem or trouble is referred to the ILEC. Calculation is the elapsed time from WorldCom submission of a trouble report to the ILEC to the time the ILEC closes the trouble, less any Customer Hold Time or Delayed Maintenance Time due to valid customer or WorldCom caused delays.

Calculation Methodology

Mean Time To Restore:

Σ [(Date and Time of Trouble Ticket Resolution Closed to WorldCom – Date and Time of Trouble Ticket Referred to the ILEC) – (Customer Hold Times)] / (Count of Trouble Tickets Resolved in Reporting Period)]

Business Rules

1. A trouble report or trouble ticket is any record (whether paper or electronic) used by the ILEC for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. Elapsed time is measured on a 24-hour, seven-day per-week basis, without consideration of weekends or holidays.
3. Multiple reports in a given period are included, unless the multiple reports for the same customer is categorized as "subsequent" (an additional report on an already open ticket).
4. "Restore" means to return to the normally expected operating parameters for the service regardless of whether or not the service, at the time of trouble ticket creation, was operating in a degraded mode or was completely unusable.
5. A trouble is "resolved" when the ILEC issues notice to WorldCom that the customer's service is restored to normal operating parameters.
6. Customer Hold Time or Delayed Maintenance Time resulting from no access to the end user's premises, or other WorldCom caused delays, such as holding the ticket open for monitoring, is deducted from the total resolution interval.

Exclusions:

- Trouble tickets that are canceled at WorldCom's request
- WorldCom, IXC, CPE (Customer Premise Equipment), or other customer caused troubles
- ILEC trouble reports associated with administrative service
- WorldCom request for informational tickets
- Trouble tickets created for tracking and/or monitoring circuits
- Tickets used to track referrals of misdirected calls

Levels of Disaggregation

Special Access

- Below DS3 (i.e. DS0 + DS1)
- DS3 and above
- Found OK/Test OK

Switched Access

- Found OK/Test OK

Performance Standard

Mean Time to Restore

Special Access	- Below DS3	- 2 Hours
	- DS3 and Above	- 1 Hour
	- Found OK/Test OK	- Diagnostic
Switched Access	- TBD	
	- Found OK/Test OK	- Diagnostic

MAINTENANCE & REPAIR

Measurement: Repeat Trouble Report Rate

Description
The Repeat Trouble Report Rate measures the percent of maintenance troubles resolved during the current reporting period that had at least one prior trouble ticket any time in the preceding 30 calendar days from the creation date of the current trouble report.

Calculation Methodology

Repeat Trouble Report Rate:
[(Count of Current Trouble Reports with a previous trouble, reported on the same circuit, in the preceding 30 calendar days)] / (Number of Reports in the Report Period) x 100

Business Rules
1. A trouble report or trouble ticket is any record (whether paper or electronic) used by the ILEC for the purposes of tracking related action and disposition of a service repair or maintenance situation.
2. A trouble is resolved when the ILEC issues notice to WorldCom that the circuit has been restored to normal operating parameters.
3. If a trouble ticket was closed out previously with the disposition code classifying it as FOK/TOK/CPE/IXC, then the second trouble must be counted as a repeat trouble report if it is resolved to ILEC reasons.
4. The trouble resolution need not be identical between the repeated reports for the incident to be counted as a repeated trouble.

Exclusions:
- Trouble tickets that are canceled at WorldCom's request
- WorldCom, IXC, CPE (Customer Premise Equipment), or other customer caused troubles
- ILEC trouble reports associated with administrative service
- Subsequent trouble reports – defined as those cases where a customer called to check on the status of an existing open trouble ticket

Levels of Disaggregation
Special Access
- Below DS3 (i.e. DS0 + DS1)
- DS3 and Above

Switched Access

Performance Standards
Repeat Trouble Report Rate

Special Access	- Below DS3	- 6%
	- DS3 and Above	- 6%
Switched Access		- 6%

GLOSSARY

Term	Definition
Access Service Request (ASR)	A WorldCom request to an ILEC to order new service, or request a change to existing service, which provides access to the local exchange company's network, under terms, specified in the local exchange company's special or switched access tariffs
Business Days	Monday thru Friday excluding holidays
Customer Not Ready (CNR)	A condition where the ILEC was unable to complete installation due to the end user customer, or WorldCom, not being ready
Facility Check	A pre-provisioning check performed by the ILEC, in response to an access service request, to determine the availability of facilities and assign the installation date
Firm Order Confirmation (FOC)	The notice returned from the ILEC, in response to an Access Service Request from WorldCom that confirms receipt of the request that a facility check has been made, and that a service request has been created with an assigned due date An Unsolicited FOC is a supplemental FOC issued by the ILEC to change the due date or for other reasons, although no change to the ASR was requested by WorldCom.
Projects	Service requests that exceed the line size and/or level of complexity, which would allow for the use of standard ordering and provisioning processes.
Repeat Trouble	Trouble that reoccurs on the same telephone number/circuit ID within 30 calendar days
Supplement ASR	A revised ASR that is sent to change due dates or alter the original ASR request. A "Version" indicator related to the original ASR number tracks each Supplement ASR.